



## Logistics Skill Standards Checklist

<b>CERTIFICATION AREAS COMPLETED:</b>	<b>Student Name</b> _____
_____ Core Abilities	<b>School District</b> _____
_____ Customer Service Management	<b>YA Consortium</b> _____
_____ Global Purchasing and Logistics	<b>YA Coordinator</b> _____
_____ Transportation Basics	
_____ Logistics/Quality	<b>High School Diploma/GED/HSED</b>
_____ A minimum of 900 work hours	<b>Date Received</b> _____

**Level One Requirements:** Complete Core Abilities, Customer Service Management and Global Purchasing & Logistics. A minimum of 450 work hours.

<b>Total Hours Employed</b>	<b>Company Name</b>	<b>Phone #</b>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

## **Instruction for the Worksite Mentor**

The Skill Standards Checklist is a list of competencies (tasks) to be achieved through mentoring at the worksite.

- Each competency has three levels.
- The worksite mentor should rate each competency as the student acquires and demonstrates the skill.
- A competency may be revisited and the score raised as the student becomes more proficient at the worksite.
- The mentor and the student should go over the checklist together on a regular basis (at a minimum every 9 weeks) to record progress and plan future steps to complete the required competencies.

*Please sign this page if you have been a mentor, trainer or instructor of this student.*

**CERTIFICATION:** I certify that this student has successfully completed the competencies required in my department.

_____	<b>Mentor/Trainer Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Mentor/Trainer Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Mentor/Trainer Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Mentor/Trainer Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Mentor/Trainer Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Instructor Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed
_____	<b>Instructor Signature</b>	_____	Printed Name
_____	Department	_____	Date Signed

## Core Abilities

## Required

Core abilities address broad knowledge, skills, and attitudes that go beyond the context of a specific course. These standards are not taught in specific lessons. These are the employability skills that are critical for success in the Logistics industry.

### RATING:

**3 = Consistently displays this behavior**

**2 = Often displays this behavior**

**1 = Rarely displays this behavior**

### Core Abilities

### Score

1.	Works productively.	3	2	1
2.	Learns effectively.	3	2	1
3.	Communicates clearly with supervisor and others.	3	2	1
4.	Works cooperatively.	3	2	1
5.	Acts responsibly.	3	2	1
6.	Thinks critically and creatively.	3	2	1
7.	Works as a team member.	3	2	1

### Safety

*8.	Recognizes safe and unsafe work habits	*3	2	1
*9.	Demonstrates proper safety procedures	*3	2	1
*10.	Demonstrates process to be followed at the worksite to report and treat injuries and accidents.	*3	2	1

**All competencies in this section must be rated 2 or higher**

**All \* competencies must be rated 3**

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Customer Service Management

## RATING:

**3 = Moderately skilled, can complete job with limited supervision**

**2 = Limited skill, requires instruction and close supervision**

**1 = Exposed to concept but no hands on experience**

### Respond to Customer Inquiries

#### Score

*1. Determine shipment status.	*3	2	1
2. Quote rates.	3	2	1
3. Coordinate special handling requirements.	3	2	1
4. Address invoice inquiries..	3	2	1
*5. Provide product and service information.	*3	2	1
6. Resolve customer complaints.	3	2	1
7. Handle insurance inquiries.	3	2	1
8. Respond to inventory inquiries.	3	2	1

### Acquire and Process Data

*9. Process customer orders.	*3	2	1
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### Monitor Service/Quality/Cost Performance

10. Anticipate and resolve potential service issues.	3	2	1
11. Track customer satisfaction data.	3	2	1
12. Achieve established performance standards.	3	2	1

### Demonstrate Communication Skills

*13. Use office communication equipment (EDI, FAX, Voice Mail, Telephone, E-Mail, Satellite, Lan)	*3	2	1
*14. Use industry terminology.	*3	2	1
15. Write business memos, reports.	3	2	1
*16. Use telephone techniques.	*3	2	1
17. Use negotiating skills.	3	2	1
*18. Use listening skills.	*3	2	1

**Perform Traffic Functions****Score**

\*19. Schedule pick ups and deliveries.

\*3   2   1

\*20. Trace shipments.

\*3   2   1

**Perform Inventory Control**

21. Implement recall procedures.

3   2   1

**Perform Distribution Functions**

\*22. Prioritize customer orders.

\*3   2   1

# Items completed with 1 or higher rating \_\_\_\_\_ (22 required)

# Items completed with a 2 rating \_\_\_\_\_ (15 required)

**Note: all \* items must be completed at a 3 rating**

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Global Purchasing and Logistics

## RATING:

**3 = Moderately skilled, can complete job with limited supervision**

**2 = Limited skill, requires instruction and close supervision**

**1 = Exposed to concept but no hands on experience**

### Respond to Customer Inquiries

#### Score

- |   |   |   |   |
|---|---|---|---|
| 1. Handle over, short and damages. (OS and D) | 3 | 2 | 1 |
| 2. Accommodate shipment specifications.       | 3 | 2 | 1 |

### Demonstrate Communication Skills

- |                                   |    |   |   |
|-----------------------------------|----|---|---|
| *3. Interpret time standards.     | *3 | 2 | 1 |
| *4. Use industry terminology.     | *3 | 2 | 1 |
| 5. Write business memos, reports. | 3  | 2 | 1 |

### Perform Traffic Functions

- |   |    |   |   |
|---|----|---|---|
| *6. Process shipping documentation.                             | *3 | 2 | 1 |
| 7. Route shipments.   | 3  | 2 | 1 |
| 8. Read maps.   | 3  | 2 | 1 |
| 9. Interpret tariffs.   | 3  | 2 | 1 |
| 10. Resolve claims.   | 3  | 2 | 1 |
| 11. Perform transportation planning.                            | 3  | 2 | 1 |
| 12. Determine transportation mode (know limitations) time/cost. | 3  | 2 | 1 |
| 13. Determine accessorial costs/charges.                        | 3  | 2 | 1 |

### Perform Distribution Functions

- |                                       |   |   |   |
|---------------------------------------|---|---|---|
| 14. Determine packaging.              | 3 | 2 | 1 |
| 15. Determine shipping configuration. | 3 | 2 | 1 |
| 16. Plan loads for shipping.          | 3 | 2 | 1 |

### Conform to Regulatory Standards

- |                                   |   |   |   |
|-----------------------------------|---|---|---|
| 17. Process HazMat documentation. | 3 | 2 | 1 |
| 18. Recognize compliance issues.  | 3 | 2 | 1 |

**Conform to Regulatory Standards (continued)**

**Score**

19. Reference appropriate regulatory agencies: DOT, OSHA, IATA, FAA,  
NAFTA, EPA/DNR

3 2 1

# Items completed with 1 or higher rating \_\_\_\_\_ (19 required)

# Items completed with a 2 rating \_\_\_\_\_ (12 required)

**Note: all \* items must be completed at a 3 rating**

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Transportation Basics

## RATING:

**3 = Moderately skilled, can complete job with limited supervision**

**2 = Limited skill, requires instruction and close supervision**

**1 = Exposed to concept but no hands on experience**

### Acquire and Process Data

### Score

- |  |   |   |   |
|--|---|---|---|
| 1. Process vendor orders (purchase orders) | 3 | 2 | 1 |
| 2. Process billing info and receivable.    | 3 | 2 | 1 |
| 3. Track legal compliance.                 | 3 | 2 | 1 |

### Demonstrate Communication Skills

- |                                   |    |   |   |
|-----------------------------------|----|---|---|
| *4. Use Industry terminology.     | *3 | 2 | 1 |
| 5. Write business memos, reports. | 3  | 2 | 1 |

### Conform to Regulatory Standards

- |                                  |   |   |   |
|----------------------------------|---|---|---|
| 6. Process HazMat documentation. | 3 | 2 | 1 |
|----------------------------------|---|---|---|

### Use Global Logistics

- |   |   |   |   |
|---|---|---|---|
| 7. Use international freight terms (INCO terms)                               | 3 | 2 | 1 |
| 8. Recognize issues pertaining to Foreign Corrupt Practices Act.              | 3 | 2 | 1 |
| 9. Determine ports of entry/exit (using guide).                               | 3 | 2 | 1 |
| 10. Prepare shipping documents (dual scanning)                                | 3 | 2 | 1 |
| 11. Research foreign and domestic government regulations (packaging labeling) | 3 | 2 | 1 |
| 12. Estimate duties, tariffs and levies.                                      | 3 | 2 | 1 |
| 13. Determine incountry distribution sources.                                 | 3 | 2 | 1 |
| 14. Recognize international security (commodity integrity)                    | 3 | 2 | 1 |
| 15. Interpret payment documentation (letters of credit)                       | 3 | 2 | 1 |

### Perform Purchasing Functions

- |  |   |   |   |
|--|---|---|---|
| 16. Determine vendor based on cost/value/availability. | 3 | 2 | 1 |
| 17. Collect/track market trends.                       | 3 | 2 | 1 |
| 18. Calculate and compile financial ratios.            | 3 | 2 | 1 |



**Perform Purchasing Functions (continued)**

**Score**

19. Schedule inbound shipments.

3   2   1

# Items completed with 1 or higher rating \_\_\_\_\_ (19 required)

# Items completed with a 2 rating \_\_\_\_\_ (9 required)

**Note: all \* items must be completed at a 3 rating**

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Logistics/Quality

## RATING:

**3 = Moderately skilled, can complete job with limited supervision**

**2 = Limited skill, requires instruction and close supervision**

**1 = Exposed to concept but no hands on experience**

### Acquire and Process Data

#### Score

- |                                  |   |   |   |
|----------------------------------|---|---|---|
| 1. Process receipts.             | 3 | 2 | 1 |
| 2. Use car coding (RF terminals) | 3 | 2 | 1 |

### Monitor Service/Quality/Cost Performance

- |   |   |   |   |
|---|---|---|---|
| 3. Track internal efficiencies (service/cost/utilization) | 3 | 2 | 1 |
| 4. Track external efficiencies (service/cost/utilization) | 3 | 2 | 1 |
| 5. Monitor third party/contract arrangements.             | 3 | 2 | 1 |
| 6. Monitor internal fleet.                                | 3 | 2 | 1 |

### Demonstrate Communication Skills

- |                                   |    |   |   |
|-----------------------------------|----|---|---|
| *7. Use industry terminology.     | *3 | 2 | 1 |
| 8. Write business memos, reports. | 3  | 2 | 1 |

### Perform Inventory Control

- |   |   |   |   |
|---|---|---|---|
| 9. Monitor/maintain inventory levels.       | 3 | 2 | 1 |
| 10. Track inventory turns/product movement. | 3 | 2 | 1 |
| 11. Verify inventory counts.                | 3 | 2 | 1 |
| 12. Make inventory adjustments.             | 3 | 2 | 1 |
| 13. Maintain inventory security.            | 3 | 2 | 1 |

### Perform Distribution Functions

- |   |   |   |   |
|---|---|---|---|
| 14. Store and retrieve products.              | 3 | 2 | 1 |
| 15. Process/field customization requirements. | 3 | 2 | 1 |

# Items completed with 1 or higher rating \_\_\_\_\_ (15 required)

# Items completed with a 2 rating \_\_\_\_\_ (7 Required)

**Note: all \* items must be completed at a 3 rating**

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## Notes

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